

## **ATTACHMENT A**

61. An apparatus for receiving treatments corresponding to a calling party's unsuccessful attempt to complete a communications session, comprising:

means for attempting to initiate a communications session from a calling party's communications device to a called party's communications device;

means for receiving an indication that the attempted communications session was not completed; and

receiving means for receiving at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

62. The apparatus of claim 61, wherein the receiving means includes means for receiving a cause value and an address of an associated message corresponding to the attempted communications session.

63. The apparatus of claim 62 wherein the receiving means includes means for obtaining the message from the calling party's communications device or other server.

64. The apparatus of claim 62 wherein the receiving means includes means for obtaining the message using the address.

65. The apparatus of claim 62 wherein the receiving means includes means for

receiving an address for accessing the message in an alternate language.

66. The apparatus of claim 61 wherein the receiving means includes means for receiving the treatment with the message.

67. The apparatus of claim 61 wherein the receiving means includes means for receiving the treatment and for caching the treatment for later retrieval.

68. The apparatus of claim 61 wherein the receiving means includes means for receiving the indication of a particular version of the treatment.

69. The apparatus of claim 68 wherein the receiving means includes means for receiving a multimedia version of the treatment.

70. An apparatus for providing treatments corresponding to a calling party's unsuccessful attempt to complete a communications session, comprising:

means for receiving an attempt to initiate a communications session from a calling party's communications device to a called party's communications device;

means for providing an indication that the attempted communications session was not completed; and

providing means for providing at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted

communications session.

71. The apparatus of claim 70 wherein the providing means includes means for providing a cause value and an address of an associated message corresponding to the attempted communications session.

72. The apparatus of claim 71 wherein the providing means includes means for providing an address for accessing the message in an alternate language.

73. The apparatus of claim 70 wherein the providing means includes means for providing the treatment with the message.

74. The apparatus of claim 70 wherein the providing means includes means for providing the indication of a particular version of the treatment.

75. The apparatus of claim 74 wherein the providing means includes means for providing a multimedia version of the treatment.

76. A system for receiving treatments corresponding to a calling party's unsuccessful attempt to complete a communications session, comprising:

- a calling party's communications device;

- a called party's communications device;

a network for interfacing the calling party's communications device with the called party's communications device; and

an apparatus interfaced with the calling party's communications device, the apparatus including:

means for attempting to initiate a communications session from the calling party's communications device to the called party's communications device;

means for receiving an indication that the attempted communications session was not completed; and

receiving means for receiving at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

77. The system of claim 76 wherein the receiving means includes means for receiving a cause value and an address of an associated message corresponding to the attempted communications session.

78. The system of claim 77 wherein the receiving means includes means for obtaining the message from the calling party's communications device or other server.

79. The system of claim 76 wherein the receiving means includes means for obtaining the message using the address.

80. The system of claim 76 wherein the receiving means includes means for receiving an address for accessing the message in an alternate language.

81. The system of claim 76 wherein the receiving means includes means for receiving the treatment with the message.

82. The system of claim 76 wherein the receiving means includes means for receiving the treatment and for caching the treatment for later retrieval.

83. The system of claim 76 wherein the receiving means includes means for receiving the indication of a particular version of the treatment.

84. The system of claim 83 wherein the receiving means includes means for receiving a multimedia version of the treatment.

85. A system for providing treatments corresponding to a calling party's unsuccessful attempt to complete a communications session, comprising:

- a calling party's communications device;

- a called party's communications device;

- a network for interfacing the calling party's communications device with the called party's communications device; and

- an apparatus interfaced with the called party's communications device, the

apparatus including:

means for receiving an attempt to initiate a communications session from the calling party's communications device to the called party's communications device;

means for providing an indication that the attempted communications session was not completed; and

providing means for providing at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

86. The system of claim 85 wherein the providing means includes means for providing a cause value and an address of an associated message corresponding to the attempted communications session.

87. The system of claim 86 wherein the providing means includes means for providing an address for accessing the message in an alternate language.

88. The system of claim 85 wherein the providing means includes means for providing the treatment with the message.

89. The system of claim 85 wherein the providing means includes means for providing the indication of a particular version of the treatment.

90. The system of claim 89 wherein the providing means includes means for providing a multimedia version of the treatment.

91. A method for receiving treatments corresponding to a calling party's unsuccessful attempt to complete a communications session, comprising the steps of:

attempting to initiate a communications session from a calling party's communications device to a called party's communications device;

receiving an indication that the attempted communications session was not completed; and

receiving at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

92. The method of claim 91 wherein the second receiving step includes the step of receiving a cause value and an address of an associated message corresponding to the attempted communications session.

93. The method of claim 92 wherein the step of receiving the cause value includes the step of obtaining the message from the calling party's communications device or other server.

94. The method of claim 92 wherein the step of receiving the cause value includes the

step of obtaining the message using the address.

95. The method of claim 92 wherein the step of receiving the cause value includes the step of receiving an address for accessing the message in an alternate language.

96. The method of claim 91 wherein the second receiving step includes the step of receiving the treatment with the message.

97. The method of claim 91 wherein the step of receiving at the calling party's communications device a message includes the steps of receiving the treatment and caching the treatment for later retrieval.

98. The method of claim 91 wherein the receiving step includes receiving the indication of a particular version of the treatment.

99. The method of claim 98 wherein the receiving step includes receiving a multimedia version of the treatment.

100. A method for providing treatments corresponding to a calling party's unsuccessful attempt to complete a communications session, comprising the steps of:

receiving an attempt to initiate a communications session from a calling party's communications device to a called party's communications device;



providing an indication that the attempted communications session was not completed; and

providing at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

101. The method of claim 40 wherein the second providing step includes the step of providing a cause value and an address of an associated message corresponding to the attempted communications session.

102. The method of claim 100 wherein the step of providing the cause value includes the step of providing an address for accessing the message in an alternate language.

103. The method of claim 100 wherein the second providing step includes the step of providing the treatment with the message.

104. The method of claim 100 wherein the providing step includes providing the indication of a particular version of the treatment.

105. The method of claim 104 wherein the providing step includes providing a multimedia version of the treatment.

106. A computer program product, comprising:

a computer-readable medium containing instructions for controlling a computer system to perform a method, the method including:

attempting to initiate a communications session from a calling party's communications device to a called party's communications device;

receiving an indication that the attempted communications session was not completed; and

receiving at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

107. The computer program product of claim 106 wherein the second receiving step includes the step of receiving a cause value and an address of an associated message corresponding to the attempted communications session.

108. The computer program product of claim 107 wherein the step of receiving the cause value includes the step of obtaining the message from the calling party's communications device or other server.

109. The computer program product of claim 107 wherein the step of receiving the cause value includes the step of obtaining the message using the address.

110. The computer program product of claim 107 wherein the step of receiving the cause value includes the step of receiving an address for accessing the message in an

alternate language.

111. The computer program product of claim 106 wherein the second receiving step includes the step of receiving the treatment with the message.

112. The computer program product of claim 106 wherein the step of receiving at the calling party's communications device a message includes the steps of receiving the treatment and caching the treatment for later retrieval.

113. The computer program product of claim 106 wherein the receiving step includes receiving the indication of a particular version of the treatment.

114. The computer program product of claim 113 wherein the receiving step includes receiving a multimedia version of the treatment.

115. A computer program product, comprising:

a computer-readable medium containing instructions for controlling a computer system to perform a method, the method including:

receiving an attempt to initiate a communications session from a calling party's communications device to a called party's communications device;

providing an indication that the attempted communications session was not completed; and

providing at the calling party's communications device a message providing an indication of a treatment corresponding to the attempted communications session.

116. The computer program product of claim 115 wherein the second providing step includes the step of providing a cause value and an address of an associated message corresponding to the attempted communications session.

117. The computer program product of claim 116 wherein the step of providing the cause value includes the step of providing an address for accessing the message in an alternate language.

118. The computer program product of claim 115 wherein the second providing step includes the step of providing the treatment with the message.

119. The computer program product of claim 115 wherein the providing step includes providing the indication of a particular version of the treatment.

120. The computer program product of claim 119 wherein the providing step includes providing a multimedia version of the treatment.